



Provider Communication

Subject: Call Center Changes Effective Immediately	Priority: High
Date: April 30, 2004	Message ID: ACSBNR-04302004-1

Dear Provider:

ACS has solely made a business decision to make operational changes in the call center. As a result of IVR improvements and recent progress toward stabilization of the GHP Web Portal, the following Call Center changes are effective immediately:

1. No Member Eligibility or Referral calls will be handled within the Call Center. All Member Eligibility/Referral inquiries must be handled through the IVR or GHP Web Portal.
2. Claims Status inquiries will be limited to FIVE (5) per call.
3. The Provider Inquiry Unit's hours of operations are 8:00 a.m.—5:00 p.m.